

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1803

TITLE: BUSINESS ANALYST III

GRADE: S-27

DEFINITION:

Under general supervision, serves as lead software system administrator for a County-wide enterprise system or interdepartmental system; develops conceptual approaches to satisfy user requirements; investigates and coordinates system problems of the most complex nature and designs corrective procedures; interacts with Department of Information Technology staff, County management, other governmental or quasi-governmental entities and/or vendors on system-related issues and scheduling of priorities; provides input to department strategy to meet future information technology business needs; authorizes migration from development environment; allocates and supervises resources necessary to support computer operations and systems development; ensures currency and integrity of agency data; authorizes agency user access, and coordinates agency compliance with IT Security policy; participates on County-wide steering committees; coordinates efforts with all concerned parties and with the appropriate information technology staff; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This is lead/supervisory level business analyst work. It is distinguished from the Business Analyst II, which assesses a user organization's IT needs, researches and recommends enhancements/process changes related to their business operations, by serving as a lead administrator for a County-wide enterprise or interdepartmental system, investigating most complex system problems, and interacting with management or other governmental entities on system-related issues. It is distinguished from the Business Analyst IV, in that the Business Analyst IV serves as lead administrator for multiple complex interdepartmental systems requiring interface and/or compliance with Federal and State systems outside of the County and across internal systems within the County.

ILLUSTRATIVE DUTIES:

Serves as lead software system administrator for interdepartmental or County-wide automated system;
Works closely with technical project leader to coordinate technical resources and directs functional design and implementation;
Interacts with representatives from other agencies on system-related issues and scheduling of system priorities;
Identifies and tests system enhancements;
Defines and maintains system administration documentation;
Organize and direct system user groups;
Monitors system performance and performs ongoing analysis to determine most efficient and effective means to operate the system;
Provides assistance to system users;
Develops conceptual approaches to satisfy user requirements;
Oversees user acceptance testing;

Evaluates new technology for applicability and enhanced effectiveness;
Develops strategic plans to ensure solutions comply with established standards;
Evaluates and prioritizes requests for new requirements, modifications, and enhancements to existing systems;
Establishes priorities and timetables for system-related projects;
May supervise other employees on a recurring or project basis;
Generates reports to meet special agency needs;
Acts as intermediary between users and technical staff to resolve problems;
Participates in developing user training manual;
Provides training to users;
Works closely with agency IT technical staff and/or serves as agency liaison with the Department of Information Technology;
Develops and provides technical briefings for staff on new services and system components;
Provides technical support and training to users of installed software;
Attends training workshops, product demonstrations, conferences, technical briefings, and conventions;
Stays abreast of technology changes;
Provides assistance to other staff as needed;
Serves on committees and task forces and undertakes special projects as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Considerable knowledge of interdepartmental and/or County-wide processes, procedures, and requirements with regard to such administrative functions as personnel, finance, and budgeting;
Considerable knowledge of the capabilities of information technology software, hardware, and network communication technology;
Considerable knowledge of the capabilities of various computer platforms functioning in centralized, distributed, client server, and stand-alone environments;
Considerable knowledge of effective processes, methods, techniques to analyze and evaluate business operations;
Knowledge of effective project management methods, practices and techniques;
Knowledge of effective supervisory methods, practices, and techniques (required for some positions);
Ability to analyze and evaluate administrative processes and procedures for automation purposes;
Ability to conduct research into new information technology;
Ability to train employees in the use of hardware and software;
Ability to prepare user manuals;
Ability to translate technical terminology into terms understandable to management and employees;
Ability to establish and maintain effective business relationships;

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to the following:

Possession of a bachelor's degree in business, computer science or a field related to the department where the IT services are being used: PLUS

Four years' of experience analyzing business processes and/or developing/maintaining the main business system, technical platform or a related system.

CERTIFICATES AND LICENSES REQUIRED:

None.

NECESSARY SPECIAL REQUIREMENTS:

Certain positions with financial responsibility within this class may be subject to criminal history record checks and/or credit checks as a condition of hiring and periodically thereafter, as determined by the department head. An applicant or employee may be required to submit a request for a criminal history record check and/or credit check to the appropriate agency.

Applicants and employees within these select positions must demonstrate financial responsibility in personal finances as a condition of employment.

REVISED: September 14, 2006

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